

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-06 18-45-36

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
31	30	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

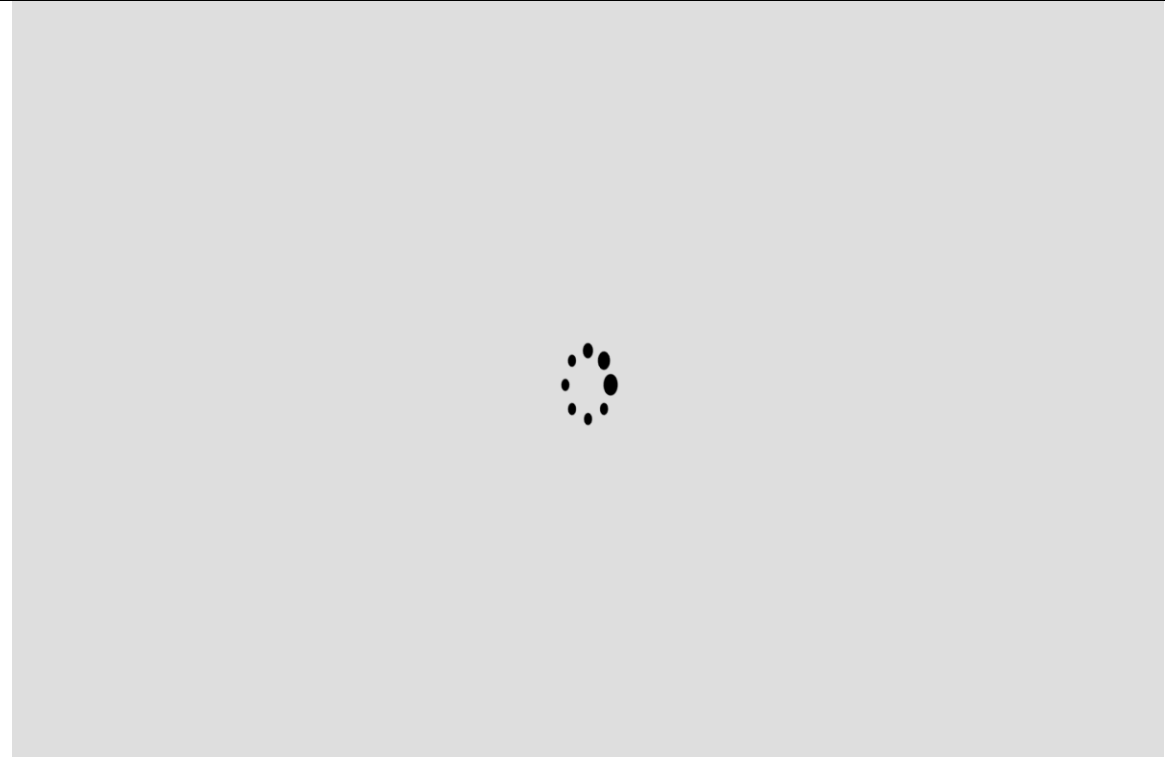
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



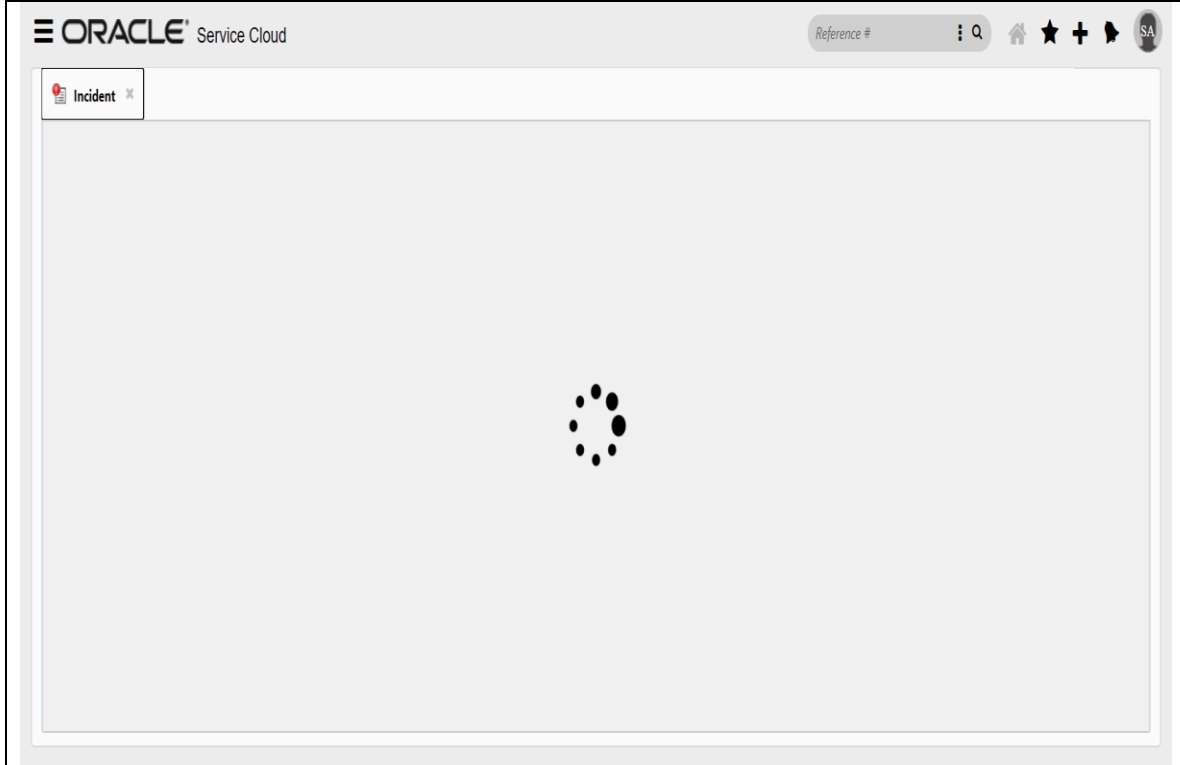
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 is set with text: Issues with Product we are using

Status: Pass

ORACLE Service Cloud

Reference #

200806-000104

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * Issues with Product we are using

Reference # 200806-000104

Contact * [No Value]

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case ID '200806-000104' is visible in the top left. Below the header, there is a navigation bar with tabs: Summary, Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. The 'Summary' tab is active. The main content area shows the case details. The 'Subject' field is 'Issues with Product we are using'. The 'Reference #' field is '200806-000104'. The 'Contact' field is highlighted with a blue border, showing 'Adam Smit' selected from a dropdown menu. Other fields include 'Status' (Open), 'Assigned' (Agent Access > Sys Agent), 'Disposition' ([No Value]), 'Organization Name' (empty), 'Product' ([No Value]), and 'Category' ([No Value]).

ORACLE Service Cloud

Reference #

200806-000104

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * Issues with Product we are using

Reference # 200806-000104

Contact * Adam Smit

Status * Open

Assigned Agent Access > Sys Agent

Disposition [No Value]

Organization Name

Product [No Value]

Category [No Value]

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a sidebar contains navigation options: 'Recent' (with a list of 'Minhaj Ameen', 'Sys Agent', and 'System Agent2'), 'All' (with '[No Value]'), 'Subject' (with 'Admin - Full Access' and 'Agent Access'), 'Reference #' (with 'System Agent2'), 'Status' (with 'Minhaj Ameen' and 'Sys Agent'), 'Assigned' (with a search box and a dropdown arrow), and 'Disposition' (with '[No Value]'). The 'Assigned' dropdown is currently open, showing the same list of agents. The 'Sys Agent' option is highlighted in blue. The main content area on the right shows a form with fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). The top of the interface includes the Oracle logo, 'Service Cloud' text, a 'Reference #' search bar, and user profile icons.

Step No:9

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass

ORACLE Service Cloud

Reference #

200806-000104

Save Save & Close Refresh New Print

Summary Messages Contacts **Details** Time Billed Tasks Organization Web Visit Attachments Audit Log

Mailbox mailboxibmindia@custhelp.com Interface * mow_ibmindia SLA Instance Search...

Source Web Console Incident Editor Language English (US) Queue Product Inquiries

Severity [No Value]

Step No:10

Step Description: Click on userMenuIcon

Expected Result: userMenuIcon should be clicked

Actual Result: The Element: userMenuIcon is clicked

Status: Pass

 **ORACLE** Service Cloud

Reference #



SA



Step No:11

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: null

Status: Fail

 **ORACLE** Service Cloud

Reference #



SA



